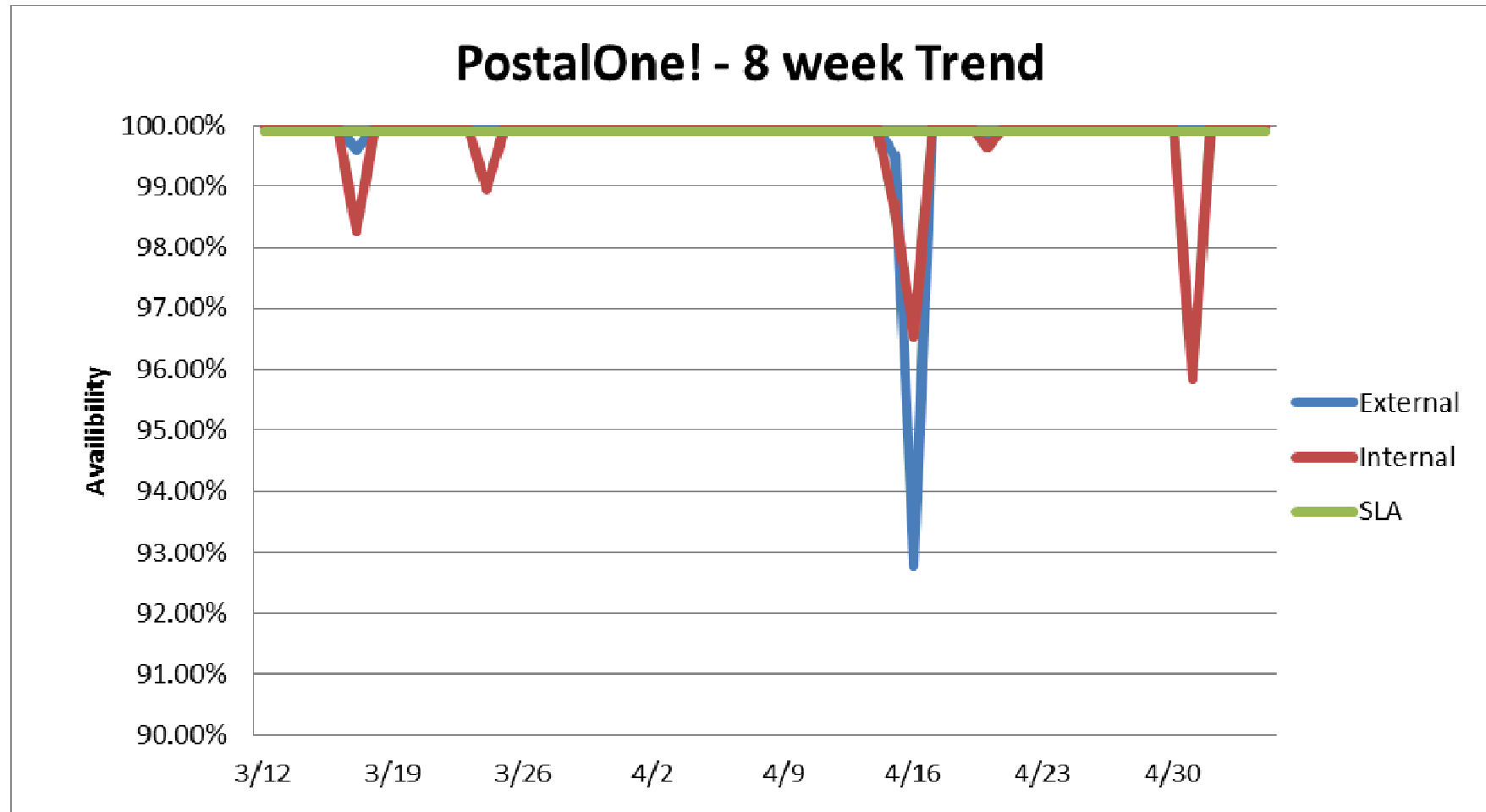


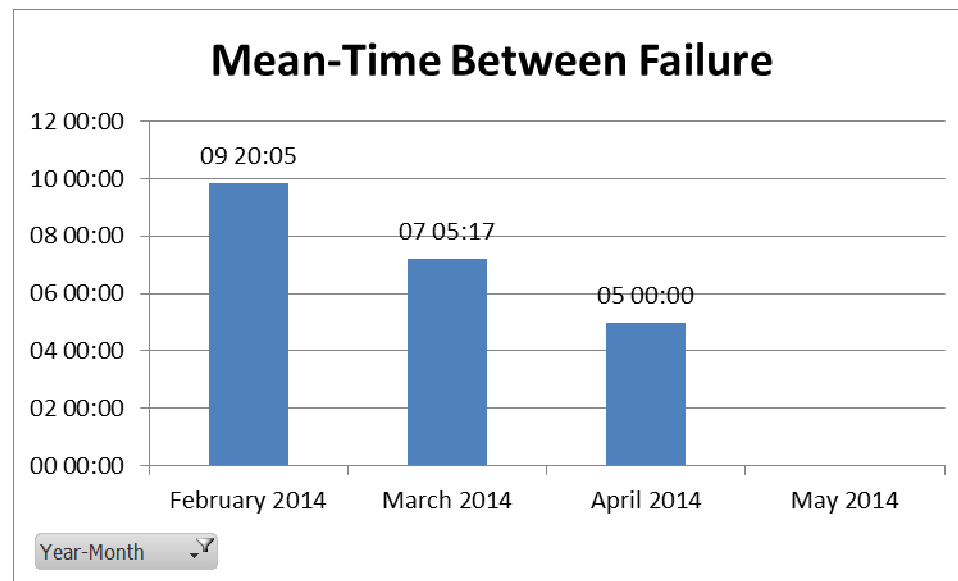
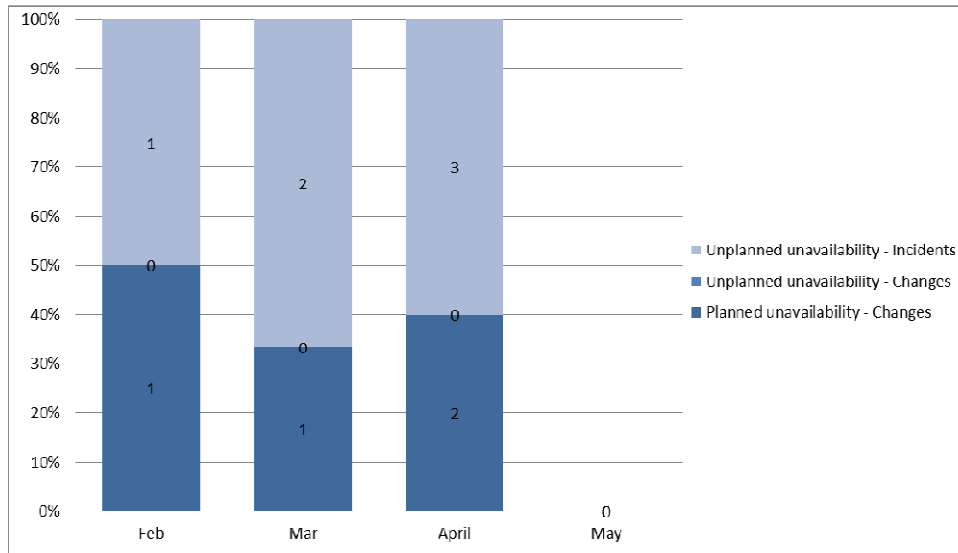
Full Service Performance Metrics

05/07/2014

- **System Availability Metrics**
 - 8 week trend
 - KPIs requested by the work group
- **Performance Metrics - Full Mailing Life Cycle**
 - eDoc processing
 - MicroStrategy Reports
 - Full Service Feedback timing
- **Appendix**
 - Detailed Performance Metrics



Percentage of actual uptime relative to the total planned uptime.



Outages / Availability:

- [% of outage due to changes \(planned unavailability\)](#) Percentage of outage (unavailability) due to implementation of planned changes, relative to the service hours.
- [% of unplanned outage/unavailability due to changes](#) Percentage of unplanned outage (unavailability) due to the implementation of changes into the infrastructure. Unplanned means that the outage (or part of the outage) was not planned before implementation of the change.
- [% of outage due to incidents \(unplanned unavailability\)](#) Percentage of outage (unavailability) due to incidents in the IT environment, relative to the service hours.
- [Mean-time between failure \(MTBF\)](#) The average time between critical incidents over a given period, i.e. the average time the application will function before failing.



Performance of Full Mailing Life Cycle

eDoc Processing – Mail.dat

Mail.dat eDoc Postage Statement Processing Time (Original Submission)

Week ending 05/04/2014	Up to 100k Job Size	Up to 1M Job Size	1-5M Job Size	5-10M Job Size	10M+ Job Size
SLA	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours
% of Jobs that met SLA	100.00%	100.00%	99.73%	90.91%	25.00%
Total Job Count	47,915	2,379	366	44	4
Jobs Not Meeting SLA	0	0	1	4	3
PS Generation Average Time (HH:MM:SS)	00:01:41	00:04:09	00:18:49	01:14:23	02:42:05
PS Generation Min Time (HH:MM:SS)	00:00:01	00:01:02	00:04:05	00:16:16	01:34:56
PS Generation Max Time (HH:MM:SS)	00:47:19	01:03:11	02:49:35	02:35:26	03:37:06

Mail.dat End to End Processing Time includes file validation, upload to the server, queued time, and server processing. File validation is dependent on both mailer hardware/network and USPS performance, Upload time is dependent on the mailer's network.



Performance of Full Mailing Life Cycle

eDoc Processing – Mail.dat

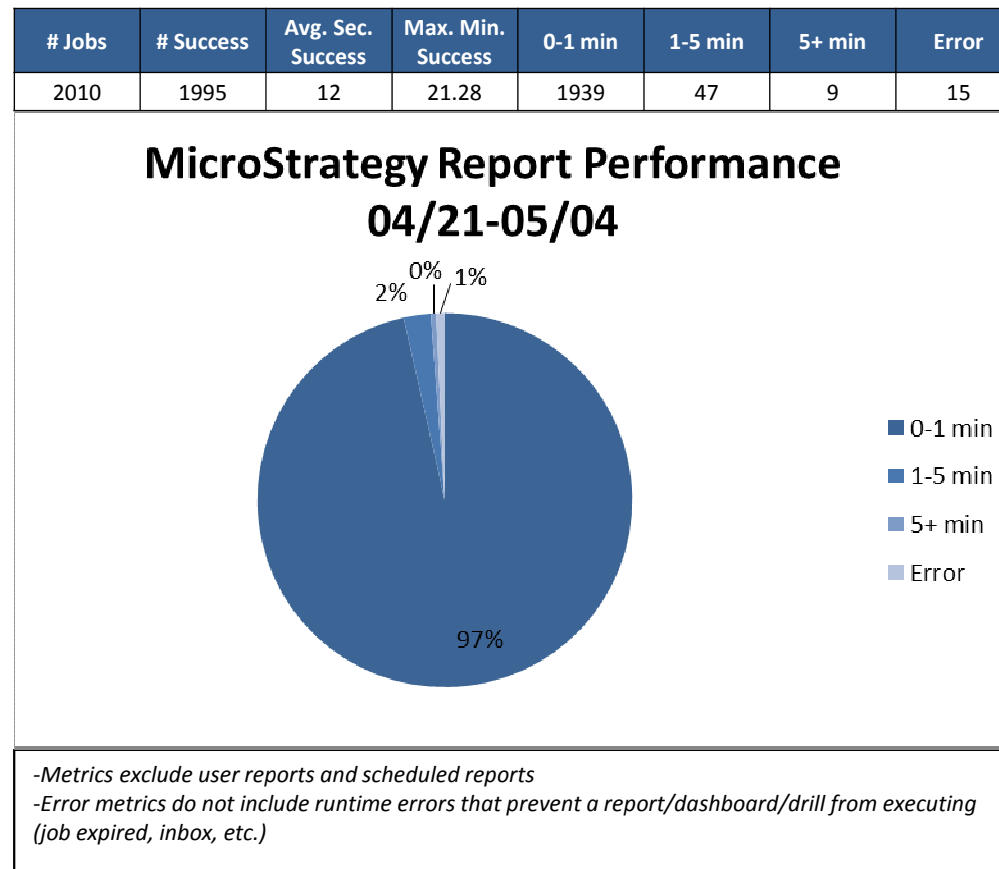
Mail.dat eDoc Postage Statement Processing Time (Update Submission)

Week ending 05/04/2014	Up to 100k Job Size	Up to 1M Job Size	1-5M Job Size	5-10M Job Size	10M+ Job Size
SLA	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours
% of Jobs that met SLA	100.00%	100.00%	100.00%	100.00%	-
Total Job Count	12,713	457	25	1	0
Jobs Not Meeting SLA	0	0	0	0	0
PS Generation Average Time (HH:MM:SS)	00:01:30	00:04:53	00:18:10	00:33:27	-
PS Generation Min Time (HH:MM:SS)	00:00:02	00:01:19	00:06:15	00:33:27	-
PS Generation Max Time (HH:MM:SS)	00:55:00	01:40:10	00:54:19	00:33:27	-

Mail.dat End to End Processing Time includes file validation, upload to the server, queued time, and server processing. File validation is dependent on both mailer hardware/network and USPS performance, Upload time is dependent on the mailer's network.

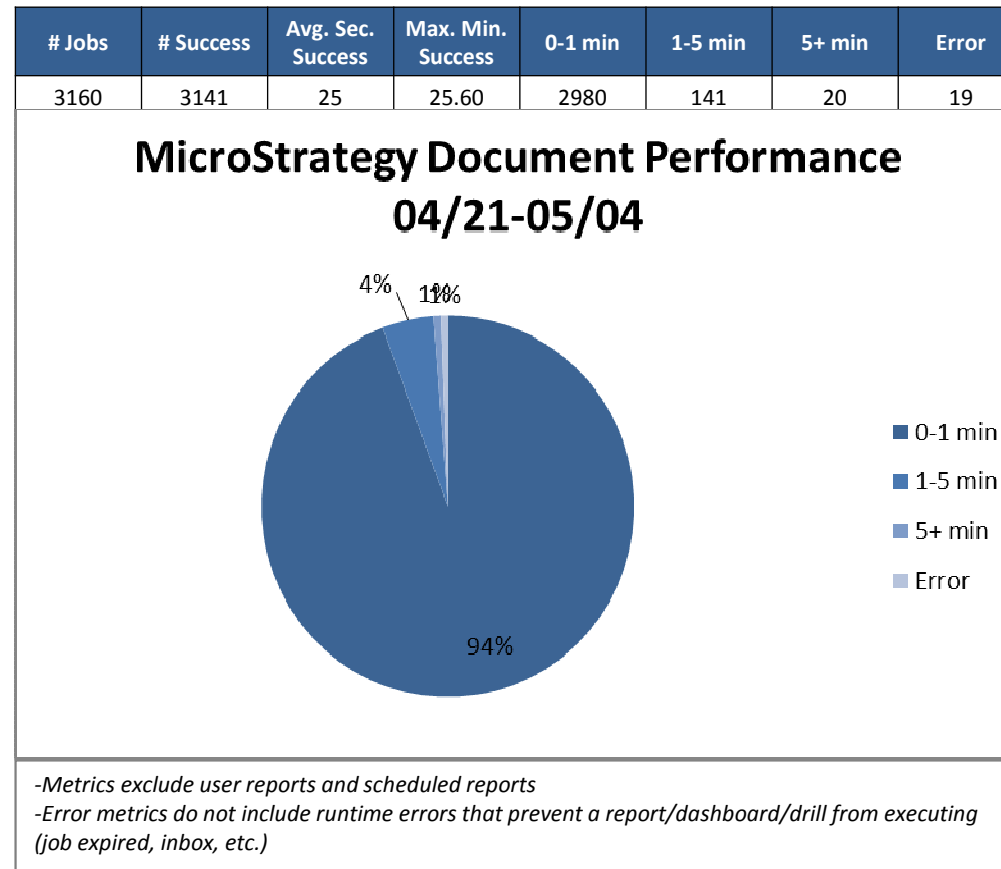
Mail.xml eDoc End-to-End Processing Time

Week ending 05/04/2014	Qualification Report Summary	Qualification Report Detail	Mail Piece	Postage Statement	Periodical Statement
SLA	Under 30 seconds	Under 4 minutes	Under 2 minutes	Under 3 minutes	Under 1 minute
% of Messages that met SLA	99.74%	99.96%	99.85%	99.46%	99.76%
Total Message Count	7,255	7,337	8,538	6,350	423
Messages Not Meeting SLA	19	3	13	34	1
Average E2E Processing Time (HH:MM:SS)	00:00:11	00:00:10	00:00:13	00:00:09	00:00:04
Min E2E Processing Time (HH:MM:SS)	00:00:01	00:00:03	00:00:01	00:00:05	00:00:00
Max E2E Processing Time (HH:MM:SS)	00:04:20	00:10:29	00:05:11	00:02:08	00:03:36



To run reports more efficiently, users can:

- Create report subscriptions with scheduled run times – to avoid waiting for the report to run
- Recently run reports can be re-run quickly (without re-prompting) from Report History
- Select smaller data ranges
- Select specific CRIDs



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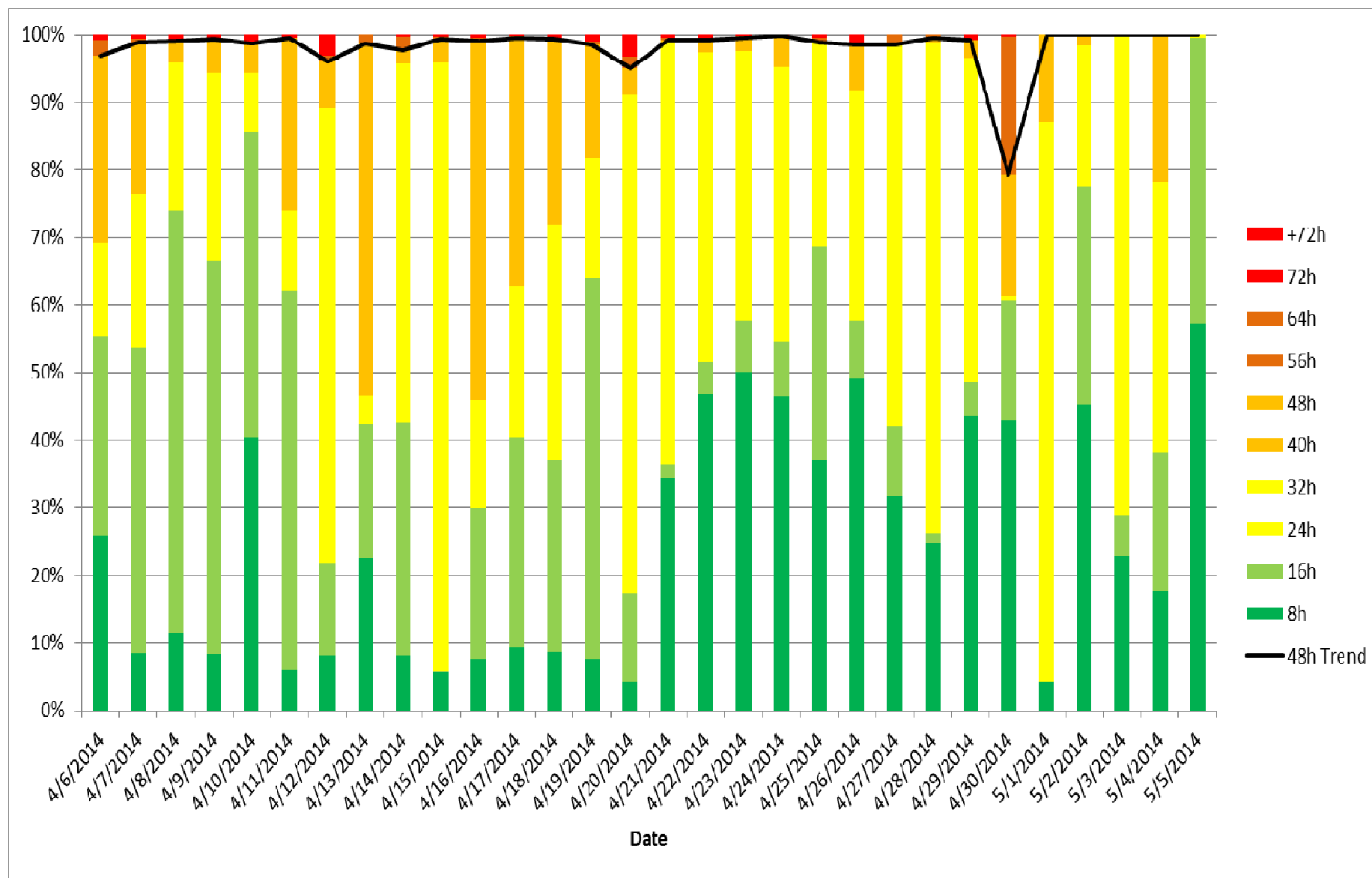
Performance of Full Mailing Life Cycle

MicroStrategy Reporting

Report	# Jobs	% Total	# Unique Users	# Success	Success Rate	Avg. Sec. Success	Max Sec. Success	# Success 0-1 min	% 0-1 min	# Success 1-5 min	% 1-5 min	# Success 5+ min	% 5+ min
Mailer Scorecard	2414	46.69%	498	2408	99.75%	24	613	2314	95.86%	89	3.69%	500.00%	0.21%
Mail Owner Scorecard	560	10.83%	201	560	100.00%	1	7	560	100.00%	0	0.00%	0.00%	0.00%
Mailer Scorecard Details Report Export	508	9.83%	110	508	100.00%	15	212	495	97.44%	13	2.56%	0.00%	0.00%
Error Code and Description Guide	181	3.50%	39	181	100.00%	0	1	181	100.00%	0	0.00%	0.00%	0.00%
Mail Quality Job Error Type Report (eDoc Submitter)	149	2.88%	33	148	99.33%	9	209	147	98.66%	1	0.67%	0.00%	0.00%
Mail Owner Scorecard Details Report Export	125	2.42%	30	125	100.00%	0	0	125	100.00%	0	0.00%	0.00%	0.00%
Mail Quality Detailed Error Report (eDoc Submitter)	123	2.38%	28	123	100.00%	21	1277	119	96.75%	2	1.63%	200.00%	1.63%
Mail Quality Error Type Report (Mail Owner & Preparer)	108	2.09%	33	108	100.00%	15	125	102	94.44%	6	5.56%	0.00%	0.00%
Mail Quality Error Type Report (eDoc Submitter)	98	1.90%	28	98	100.00%	10	180	95	96.94%	3	3.06%	0.00%	0.00%
Mail Preparation and Data Quality Dashboard	70	1.35%	27	70	100.00%	50	336	54	77.14%	15	21.43%	100.00%	1.43%
Mailing Data Quality Error Type Mid Drill	68	1.32%	12	68	100.00%	0	1	68	100.00%	0	0.00%	0.00%	0.00%
Address Quality Report	68	1.32%	22	58	85.29%	2	18	58	85.29%	0	0.00%	0.00%	0.00%
Mailing Data Quality Error Type Report	45	0.87%	12	45	100.00%	0	1	45	100.00%	0	0.00%	0.00%	0.00%
Mailing Data Quality Error Type Detail Drill	44	0.85%	12	44	100.00%	24	1051	43	97.73%	0	0.00%	100.00%	2.27%
Undocumented Detailed Report	42	0.81%	10	42	100.00%	11	113	40	95.24%	2	4.76%	0.00%	0.00%
Mail Quality Dashboard (eDoc Submitter)	32	0.62%	16	32	100.00%	58	196	20	62.50%	12	37.50%	0.00%	0.00%
Undocumented Report by Scan Facility	30	0.58%	9	30	100.00%	0	1	30	100.00%	0	0.00%	0.00%	0.00%
User Guides	29	0.56%	17	29	100.00%	0	1	29	100.00%	0	0.00%	0.00%	0.00%
Undocumented Summary Report	28	0.54%	13	28	100.00%	1	8	28	100.00%	0	0.00%	0.00%	0.00%
eInduction Container Status Report	27	0.52%	8	27	100.00%	4	32	27	100.00%	0	0.00%	0.00%	0.00%
Mail Quality Error Type Report (Mail Preparer)	27	0.52%	16	27	100.00%	8	40	27	100.00%	0	0.00%	0.00%	0.00%
Mail Acceptance Verification Report (Mail Preparer)	22	0.43%	16	15	68.18%	227	765	0	0.00%	12	54.55%	300.00%	13.64%
Help - Type and Source	21	0.41%	8	21	100.00%	0	1	21	100.00%	0	0.00%	0.00%	0.00%
AQ Mailer Job Details	20	0.39%	8	20	100.00%	4	12	20	100.00%	0	0.00%	0.00%	0.00%
Full-Service Percentage by Permit Report	19	0.37%	15	19	100.00%	3	7	19	100.00%	0	0.00%	0.00%	0.00%
STC Yield Reporting Dashboard	18	0.35%	13	18	100.00%	12	46	18	100.00%	0	0.00%	0.00%	0.00%
Mail Acceptance Verification Report (Mail Owner)	18	0.35%	15	12	66.67%	70	665	10	55.56%	1	5.56%	100.00%	5.56%
Mail Quality Error Type Report	15	0.29%	9	15	100.00%	6	14	15	100.00%	0	0.00%	0.00%	0.00%
Mail Quality Dashboard (Mail Preparer)	14	0.27%	14	14	100.00%	140	306	3	21.43%	10	71.43%	100.00%	7.14%
AQ MU Piece Detail	14	0.27%	5	14	100.00%	6	29	14	100.00%	0	0.00%	0.00%	0.00%
eInduction Mailer Summary Report	14	0.27%	9	14	100.00%	1	4	14	100.00%	0	0.00%	0.00%	0.00%
STC Mailing Group Drill Report	12	0.23%	7	12	100.00%	1	3	12	100.00%	0	0.00%	0.00%	0.00%
Mail Quality Dashboard (Mail Owner)	12	0.23%	9	12	100.00%	687	1536	1	8.33%	2	16.67%	900.00%	75.00%
Mail Quality Summary Report (eDoc Submitter)	11	0.21%	8	11	100.00%	5	15	11	100.00%	0	0.00%	0.00%	0.00%
eInduction Facility Report	10	0.19%	4	10	100.00%	1	3	10	100.00%	0	0.00%	0.00%	0.00%
Trend Analysis	10	0.19%	7	7	70.00%	616	971	0	0.00%	1	10.00%	600.00%	60.00%
STC Detail Report by eDoc Submitter	8	0.15%	7	8	100.00%	3	11	8	100.00%	0	0.00%	0.00%	0.00%
Seamless Acceptance Job Exception Report (eDoc Submitter)	8	0.15%	4	8	100.00%	0	1	8	100.00%	0	0.00%	0.00%	0.00%
Mail Quality Error Type Report (Mail Owner)	8	0.15%	4	8	100.00%	52	207	5	62.50%	3	37.50%	0.00%	0.00%
STC Container Level Drill	7	0.14%	4	7	100.00%	30	76	5	71.43%	2	28.57%	0.00%	0.00%
Mail Quality Summary Report (Mail Preparer)	7	0.14%	7	7	100.00%	11	19	7	100.00%	0	0.00%	0.00%	0.00%
Mail Quality Job Report (eDoc Submitter)	7	0.14%	1	7	100.00%	7	12	7	100.00%	0	0.00%	0.00%	0.00%
Mail Quality Summary Report	7	0.14%	1	7	100.00%	8	18	7	100.00%	0	0.00%	0.00%	0.00%
Mail Acceptance Job Level Verification Details	7	0.14%	5	7	100.00%	35	40	7	100.00%	0	0.00%	0.00%	0.00%
eInduction Job Summary Report (External)	7	0.14%	3	7	100.00%	0	1	7	100.00%	0	0.00%	0.00%	0.00%
Total	5170												

Performance of Full Mailing Life Cycle

Full Service Feedback – Mail Data Quality



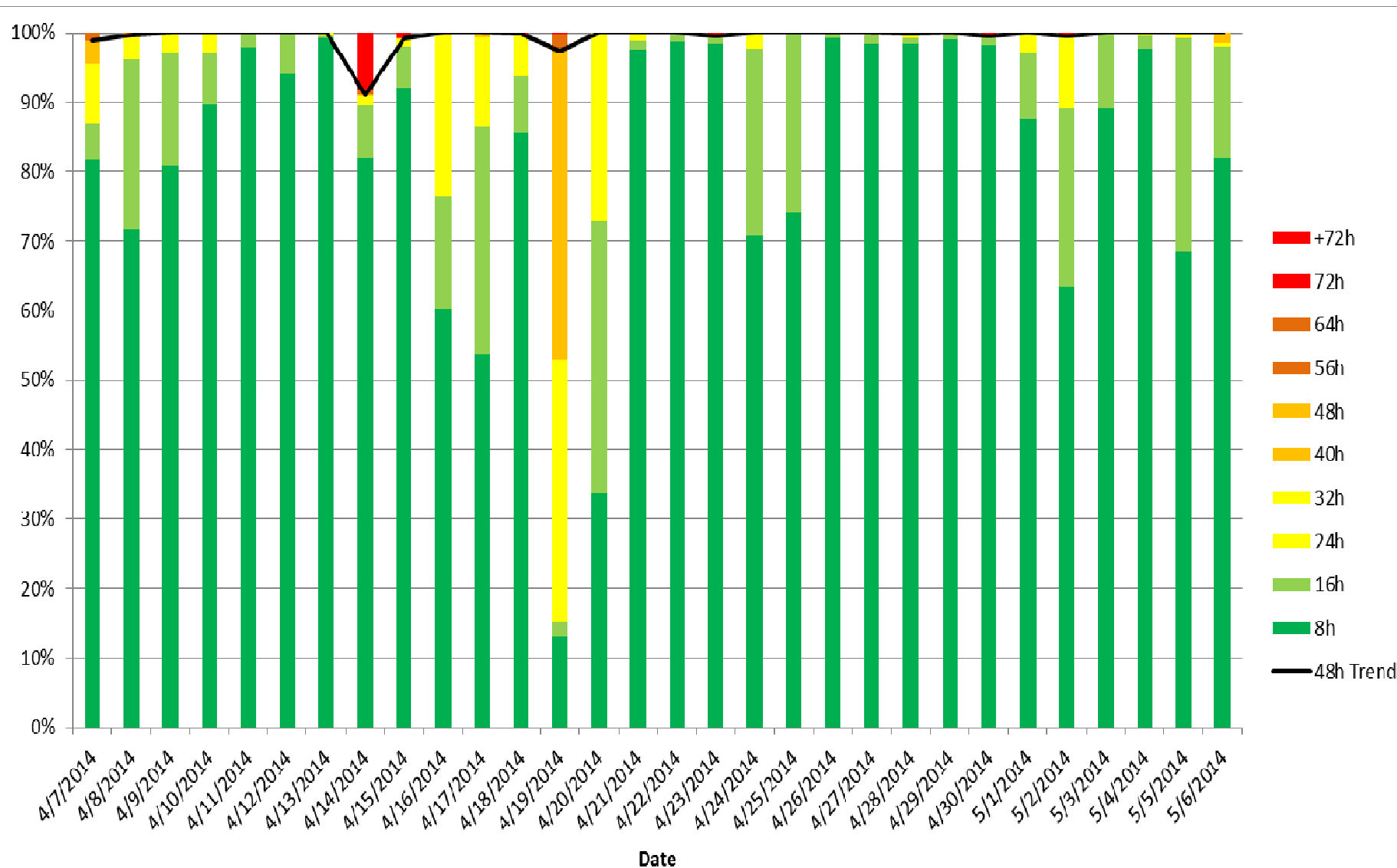
Performance of Full Mailing Life Cycle

Full Service Feedback – Container Scans



Performance of Full Mailing Life Cycle

Full Service Feedback – Tray Scans



APPENDIX

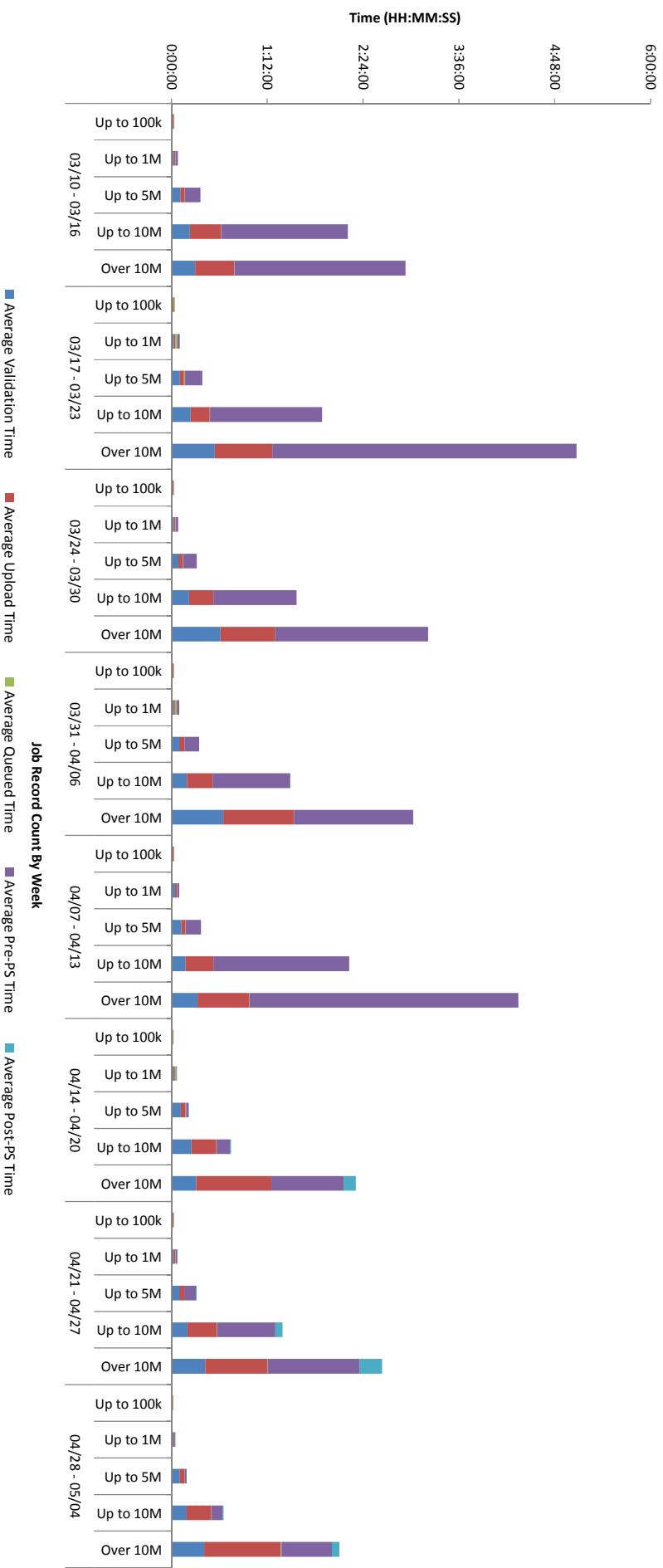
Detailed Performance Metrics



UNITED STATES
POSTAL SERVICE®

Detailed eDoc Performance – Mail.dat

Average End-to-End Time by Job Record Count



Number of Jobs per Processing Time Interval

Time Interval (HH:MM:SS)	Week								Total Jobs	Cumulative Percentage
	03/10 - 03/16	03/17 - 03/23	03/24 - 03/30	03/31 - 04/06	04/07 - 04/13	04/14 - 04/20	04/21 - 04/27	04/28 - 05/04		
0:00:00 to 0:04:59	56,029	53,994	56,214	56,346	56,891	53,941	56,032	59,673	389,447	92.40%
0:05:00 to 0:09:59	2,866	2,603	2,489	2,642	2,442	2,902	2,403	2,595	18,347	96.75%
0:10:00 to 0:29:59	1,612	1,784	1,398	1,373	1,425	1,455	1,298	1,055	10,345	99.21%
0:30:00 to 0:59:59	283	1,137	143	186	342	343	248	115	2,682	99.84%
1:00:00 to 1:59:59	36	115	53	41	64	78	43	33	430	99.94%
2:00:00 to 3:59:59	25	28	18	18	52	19	17	8	177	99.99%
4:00:00 to 7:59:59	8	2	2	1	15	3	1	0	32	99.99%
8:00:00 to 11:59:59	0	2	0	0	1	0	0	0	8	100.00%
12:00:00 to 23:59:59	0	2	0	0	0	2	0	0	4	100.00%
24:00:00 +	1	5	0	3	0	3	0	3	12	100.00%
Restarts	10	5	4	10	42	12	4	6	93	0.022%
Total Jobs	60,860	59,672	60,317	60,610	61,232	58,746	60,046	60,042	421,484	100.00%